Unhygienic food prepared in IRCTC kitchens

1943. SHRI JANARDHANA POOJARY:
SHRIMATI S. G. INDIRA:

Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that a Court appointed Committee has reported that food is prepared in a very unhygienic condition in all the IRCTC managed Railway kitchens; and

(b) if so, the details of the report and the corrective measures taken by the Railway authorities so that quality food in a hygienic condition is prepared and served to the Railway passengers?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU): (a) and (b) A committee appointed by the Hon'ble High Court of Delhi has inspected the base kitchen at New Delhi, Refreshment Room at Hazrat Nizamuddin and the Self-service restaurant at Old Delhi Railway station. The committee has reported non-functioning of various equipments, shortage of staff, lack of ventilation in the kitchen, lack of cleanliness in the kitchen, non-maintenance of personal hygiene by the staff etc. therein.

Assistant Manager, Delhi region has been shifted, Catering Supervior, Delhi has been suspended and charge sheeted for major penalty under Discipline and Appeals Rules. Chief Inspector catering, Base Kitchen and Chief Inspector catering, Delhi have also been taken up.

In order to ensure that standardized hygienic food and beverage are supplied to rail users prescribed hygienic norms are followed by the base kitchens and other cooking units. Indian Railway Catering and Tourism Corporation (IRCTC) have already undertaken renovation of base kitchens/ cooking units. Replacement of old/defective furniture, food service equipments and other gadgets, gas pipelines etc. are undertaken on need basis. In addition to above, massive training programmes are conducted for catering staff to upgrate the quality of services. Good quality raw materials are procured from reputed cooperative societies approved by Bureau of Indian Standards (BIS) and Agmark standards as applicable. To ensure the quality of food "Services Monitoring Cells" (SMC) have been created at Zonal level by IRCTC to take immediate remedial action. Officials of Indian Railway and IRCTC also carry out routine inspections/surprise checks/ special drives to ensure quality and hygienic condition of catering services.